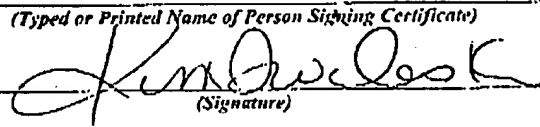


CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8) Applicant(s): Russell F. Gloor et al.			Docket No. END919990079US1	
Serial No. 09/439,310	Filing Date 11/12/1999	Examiner Reagan, James A.	Group Art Unit 3621	
Invention: BUSINESS METHODS FOR QUALITY ASSURANCE OF SERVICES			RECEIVED CENTRAL FAX CENTER APR 15 2004	
<p>I hereby certify that this <u>Amendment (6 pages)</u> (Identify type of correspondence)</p> <p>is being facsimile transmitted to the United States Patent and Trademark Office (Fax. No. <u>703-872-9306</u>)</p> <p>on <u>4/15/2004</u> (Date)</p> <p style="text-align: right;"><u>Kim Dwileski</u> (Typed or Printed Name of Person Signing Certificate)  (Signature)</p> <p style="text-align: center;">Note: Each paper must have its own certificate of mailing.</p>				

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Applicant: Russell F. Gloor *et al.*

Examiner: Reagan, James A.

Serial No.: 09/439,310

Art Unit: 3621

Filed: 11/12/1999

For: **BUSINESS METHODS FOR QUALITY ASSURANCE OF SERVICES**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action mailed March 22, 2004, please amend the above-identified application as follows:

09/439,310

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